

ILIA ENID FERRER, BSN, CPUR, CPUM
Review Supervisor

Graduated from the Catholic University in Ponce with a Bachelor Degree in Nursing.
Have certifications in Utilization Review and Utilization Management.

Ilia Ferrer started working with QIPRO in 1978 when the QIOs were known as PSROs. She works as Review Supervisor, Case Manager and Assistant to the Medical Director in the Beneficiary Protection Program Department. For the last 18 years she has directed the review program and is in charge of the implantation of CMS norms, regulations, guidelines and procedures that govern the review process. She also had worked with an Improvement Project for prevention of diabetic patients' complications and outreach and education of diabetic patients directed to teach them to control their condition. She is in charge of Medicare Beneficiaries orientation about their rights and is member of a series of coalitions dedicated to Beneficiary Rights Protection.

She is also responsible to train the reviewers (medical and non- medical) about CMS regulations and Providers orientation about new CMS politics. Share responsibility with the Medical Director for the Internal Quality Control to assess work of other team members. In charge of data analysis to identify pattern of quality issue that will be used in quality improvement activities or sanction process. Also works with the Medical Director in the possible EMTALA violation cases.

